



Beth Roberts Equine Physiotherapy Privacy Policy

01/08/2024

Information We Collect

- **Client Information:** This includes but is not limited to name, address, email address, phone number, and payment information. We collect this information to provide equine physiotherapy services and customer support.
- **Equine Information:** We collect information about the equine patients we treat, including health history, treatment records, and any other relevant information to provide tailored physiotherapy services.
- **Website Visitors:** We may collect non-personally identifying information such as browser type, language preference, referring site, and the date and time of each visitor request to better understand how visitors use our website.

How We Use Information

- **To Provide Services:** Utilizing client and equine information to deliver personalized physiotherapy services.
- **Customer Support:** Communicating with clients about their or their equine's treatment plans, scheduling, and any inquiries.
- **Improvement of Services:** We use feedback, treatment outcomes, and website analytics to improve our services and customer experiences.

Data Sharing and Disclosure

We do not sell, rent, or trade our clients' personal information. We may share your information with your referring vet if there are any concerns or updates maintaining paraprofessional communication; however, you have agreed for this data sharing to occur when booking with us, and it is necessary for professional practice. Information shared with the vet should also be protected under their privacy policy.

Data Security

We take reasonable measures to protect the information we collect against loss, theft, and misuse, as well as unauthorized access, disclosure, alteration, and destruction. However, no internet or email transmission is ever fully secure or error-free.

We take careful measures to ensure your data is protected under GDPR guidelines and the Data Protection Act 2018. Data will be kept for one year once you are no longer a customer of Beth Roberts Equine Physiotherapy, for the instance that session information needs referencing in future; however, your vet should have full documentation of progress. If you wish to request clinical notes for future reference, please contact info@bethrobertsequinephysiotherapy.com.

Your Rights

You have the right to access, correct, or delete your personal information held by us, although we do require your information if your horse is undergoing treatment. If you wish to exercise these rights, please contact us at info@bethrobertsequinephysiotherapy.com.

Changes to This Privacy Policy

We may update this privacy policy from time to time. We encourage clients to check this page frequently for any changes. Your continued use of our services after any change in this privacy policy will constitute your acceptance of such change.

Contact Information

For any questions or concerns regarding our privacy policy, please contact us at info@bethrobertsequinephysiotherapy.com. For business and booking enquiries, please give 48 hours, though we aim to respond within 24 hours.